Welcome!

While we wait for others to log on, please chat in:

• Your name
• Your role
• The organization you represent
Chief Quality Officer Professional Development Program

Informational Call

Lauren Downing, Director, Program Management, IHI
Kelly McCutcheon Adams, Senior Project Director, IHI

June 11, 2024
Program Team

Lauren Downing
Director, Program Management
Institute for Healthcare Improvement

Kelly McCutcheon Adams, LICSW
Senior Director
Institute for Healthcare Improvement
Agenda

Overview of the Institute for Healthcare Improvement

Experience from a Past Participant

Program Overview

Expectations

Questions
IHI Mission
To improve health and health care worldwide

IHI Vision
Everyone has the best care and health possible
Since 1991

In large systems and small villages, we have taken improvement methods originally used in the manufacturing industry and applied them to improving all aspects of health and health care.

We build improvement capability by providing people with methods and tools to make care better.
Let’s Hear from You

What drew you to this call?

What would make a course like this most valuable to you?
Past Participant Experience

Michael Calderwood, MD MPH FIDSA
Chief Quality Officer, Dartmouth Hitchcock Medical Center
Associate Professor of Medicine, Geisel School of Medicine at Dartmouth
Staff Physician, Infectious Disease & International Health

Michael.S.Calderwood@hitchcock.org
Program Overview
Program Objectives

After this program, participants will be able to:

• Establish an effective quality management system built on quality planning, quality control, and quality improvement

• Identify real-world examples of best practices, approaches, and methods to apply in clinical, nursing, administrative, and various other settings

• Apply best practices from case studies and advice from today's CQOs about how they are leading this work across diverse organizations

• Develop a grounding in improvement science and the latest approaches to leading quality across an organization.
Curriculum Overview

Blended program with 11 live-virtual sessions and 2 in-person meetings

In addition to live virtual sessions, participants complete self-paced activities in between the virtual sessions

<table>
<thead>
<tr>
<th>Live-Virtual Sessions 2:00 PM – 4:30 PM ET*</th>
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<tbody>
<tr>
<td>Session 2: January 9, 2025</td>
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<td>Session 3: January 23, 2025</td>
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<td>Session 4: February 6, 2025</td>
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<td>Session 5: February 20, 2025</td>
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<td>Session 6: March 13, 2025</td>
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<td>Session 7: March 27, 2025</td>
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<td>Session 8: April 10, 2025</td>
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<td>Session 12: June 12, 2025</td>
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<td>Session 13: June 26, 2025</td>
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*Timing may vary for 2025

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<th>In-Person Meetings</th>
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<tr>
<td>Session 1: December 9, 2024</td>
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<td>IHI Forum in Orlando, FL</td>
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<td>Session 9: End of April/Beginning of May 2025</td>
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<td>IHI Leadership Alliance Spring Meeting in Washington, DC</td>
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Core Faculty

James Moses, MD MPH
Chief Quality, Safety, and Experience Officer
Corewell Health

Abraham Jacob, MD MHA
Chief Quality Officer
M Health Fairview

Leslie Jurecko, MD MBA
Chief Safety, Quality, and Patient Experience Officer
Cleveland Clinic Health System

Amy Lu, MD
Chief Quality Officer
University of California San Francisco Health
Who Should Attend

Consider registering for this program if you are a:

• Current CQO looking for a best-practice framework for leading quality
• A quality leader who would like to prepare to become a CQO in the future
• C-suite leader responsible for quality
In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.
Expectations

- Attendance
- Active Participation
- Asynchronous Assignments
IHI CQO Network

Global network of CQOs

Membership includes registration in IHI’s Forum in December

Launched with a call on June 3

Email Nikki Tennermann at ntennermann@ihi.org for more information

https://www.ihi.org/networks/chief-quality-officer
What’s Next?

Register

https://www.ihi.org/education/InPersonTraining/Chief-Quality-Officer/Pages/default.aspx

Discounts and Scholarships

Group discounts and scholarships available

Have additional questions?

Email ldowning@ihi.org to schedule time
thank you